

Adopted: September 2001, Revised: _____**Class Title: Towing Operations Manager****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Directs and administrates the City's towing operations. Coordinates parking related issues between city and outside organizations. Monitors departmental revenues and expenditures.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Manages the disposal of unclaimed or abandoned vehicles by having the vehicle towed, conducting DMV searches to locate owner, contacting auctioneers and potential buyers, scheduling auction, and directing the placement of vehicles to be sold.
2	L	Oversees operations by managing, scheduling and training staff, developing and implementing standard operating procedures, and meeting with public to resolve issues.
3	L	Monitors vehicle storage and inventory by overseeing security of storage lots, keeping track of all vehicles received and released, directing the placement and repositions of vehicles on the lots and preparing revenue and expenditure reports.
4	L	Performs related duties by preparing and managing the division's budget and interacting with irate vehicle owners, insurance companies and code officials.

Adopted: September 2001 , Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Two years experience.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read correspondence and directives.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write standard operating procedures, correspondence, and directives.
Managerial	Managerial responsibilities include overseeing staff and contractors, monitoring the receipt and release of vehicles, and planning and coordinating auctions.
Budget Responsibility	Oversees budget preparation of bureau budget and reviews and approves all divisional expenditures.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Makes recommendations regarding policies which have direct impact on individuals whose vehicles have been towed. Ensures training for self/staff in customer relations as division has regular contact with irate individuals. Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, these incumbents work with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee.

Adopted: September 2001 , Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Conducting transactions with public
Sitting	R	Working at desk
Walking	F	Walking both lots for inventory and moving vehicles
Lifting	O	Lift tow bar used with tow trucks
Carrying	R	Supplies from store house to lot
Pushing/Pulling	N	
Reaching	N	
Handling	N	
Fine Dexterity	N	
Kneeling	N	
Crouching	N	
Crawling	N	
Bending	N	
Twisting	N	
Climbing	N	
Balancing	N	
Vision	F	Reading correspondence and management materials, driving
Hearing	F	Listening to employees, customers, supervisors, telephone
Talking	C	Communicating with public, contractors and employees
Foot Controls	F	Driving
Other (specify)	N	

Adopted: September 2001, Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Fax machine, copier, 4-line phone, vehicle, computer, printer, Excel, Word, Power Point, Access, Outlook, Publisher, Windows, Internet access

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	S	Extreme Temperatures	D
Electrical Hazards	N	Noise and Vibration	W
Fire Hazards	N	Fumes and Odors	W
Explosives	N	Wetness/Humidity	W
Communicable Diseases	S	Darkness or Poor Lighting	W
Physical Danger or Abuse	S		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	X
Other (see 2 below)	--

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

Safety shoes

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

(3)